U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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Flight Delays[1]	February 2017
Mishandled Baggage[1]	February 2017
Oversales[1]	4th. Quarter 2016 January – December 2016
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	February 2017
Airline Animal Incident Reports[4]	February 2017
Customer Service Reports to the Dept. of Homeland Security[3]	February 2017

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[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://www.transportation.gov/airconsumer*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
 http://www.transportation.gov/airconsumer

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the twelve (12) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 30 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 12 reporting air carriers, ten carriers (Alaska, Delta, ExpressJet, Frontier, JetBlue, Hawaiian, SkyWest, Spirit, Southwest and Virgin America) use ACARS and two carriers (American and United) use a combination of ACARS and DGS.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 30 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 30 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at https://www.transtats.bts.gov/ONTIME/

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at https://apps.bts.gov/pdc/user/products/src/category.xml?pdc_start=1&pdc_end=15&pdc_page=1&c=1&pdc_sort=2+DESC,+4+DESC . CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: http://www.transtats.bts.gov/HomeDrillChart.asp

Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER*

FEBRUARY 2017

CARRIER*	AT 30 REPORTABLE AIRPORTS		AT ALL US AIRPORTS	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ONTIME
DELTA AIR LINES	30	88.8	149	89.5
AMERICAN AIRLINES	28	85.2	94	85.2
EXPRESSJET AIRLINES	16	82.9	158	82.4
SOUTHWEST AIRLINES	25	82.1	87	82.4
FRONTIER AIRLINES	24	82.0	47	82.3
SPIRIT AIRLINES	21	81.3	36	81.6
UNITED AIRLINES	27	81.4	92	81.5
SKYWEST AIRLINES	24	78.6	193	79.8
HAWAIIAN AIRLINES	8	79.8	17	78.2
ALASKA AIRLINES	25	76.8	65	77.6
JETBLUE AIRWAYS	24	71.0	63	72.3
VIRGIN AMERICA	17	64.4	21	64.6
TOTAL		82.4		82.6

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON-TIME CARRIER RANK BY MONTH, QUARTER, AND 12 MONTHS

FEBRUARY 2017

CARRIER	1st Quarter 01-03 2016		2nd Quarter 04-06 2016		3rd Quarter 07-09 2016		4th Quarter 10-12 2016		Dec 2016		Jan 2017		Feb 2017		12 Months Ending Feb 2017	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
ALASKA	87.5	2	88.7	2	89.1	2	83.8	3	76.1	4	77.6	5	77.6	10	85.7	3
AMERICAN	81.1	7	78.8	9	74.9	10	83.1	4	79.1	3	79.2	3	85.2	2	79.5	7
DELTA	86.6	3	87.4	3	83.7	4	88.5	2	81.4	2	80.7	2	89.5	1	86.4	2
EXPRESSJET	81.0	8	82.3	6	75.6	9	80.4	8	73.5	7	72.8	9	82.4	3	79.4	8
FRONTIER	83.2	5	80.3	7	66.9	12	75.7	11	62.4	12	69.3	11	82.3	5	74.5	11
HAWAIIAN	91.1	1	92.4	1	90.9	1	89.9	1	85.1	1	85.7	1	78.2	9	89.6	1
JETBLUE	71.6	11	78.0	10	73.0	11	77.4	10	71.3	9	72.8	8	72.3	11	75.5	10
SKYWEST	79.3	9	85.1	4	84.2	3	80.2	9	69.8	10	71.0	10	79.8	8	81.6	4
SOUTHWEST	84.1	4	78.9	8	78.5	6	81.9	6	74.9	6	74.6	6	82.4	4	79.6	6
SPIRIT	65.3	12	74.4	12	76.3	8	80.5	7	72.1	8	72.8	7	81.6	6	76.1	9
UNITED	83.2	6	82.6	5	79.4	5	81.9	5	76.0	5	78.4	4	81.5	7	81.1	5
VIRGIN AMERICA	77.4	10	75.2	11	77.1	7	75.3	12	68.3	11	63.9	12	64.6	12	73.9	12
Total	**82.1**		**81.9**		**79.2**		**82.5**		**75.6**		**76.0**		**82.6**		**80.9**	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* **All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues.**

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

	ARRIVAL REPORT*																			
	ATL		BOS		BWI		CLT		DAL		DCA		DEN		DFW		DTW		EWR	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	56	71.4	96	80.2	52	82.7	0	0.0	0	0.0	112	80.4	108	75.0	112	84.8	28	85.7	100	69.0
AMERICAN	1036	87.3	1897	80.4	402	85.1	7345	89.7	0	0.0	2007	84.6	748	86.2	10383	89.0	483	89.2	555	70.5
DELTA	17789	93.4	1202	82.5	505	94.7	415	90.4	128	95.3	668	93.4	611	87.7	393	95.9	3992	92.8	353	72.2
EXPRESSJET	3834	85.8	131	77.9	15	46.7	89	77.5	0	0.0	344	72.7	0	0.0	1553	86.9	763	86.0	1745	63.3
FRONTIER	208	81.7	0	0.0	0	0.0	44	81.8	0	0.0	82	87.8	1370	84.5	28	85.7	68	82.4	0	0.0
HAWAIIAN	1	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	0	0.0	3456	70.3	218	74.8	108	75.9	0	0.0	797	77.3	80	68.8	48	72.9	108	71.3	765	62.7
SKYWEST	599	83.6	3	100.0	0	0.0	118	86.4	0	0.0	191	92.1	2797	85.1	283	80.6	2352	87.0	64	53.1
SOUTHWEST	3234	88.2	780	79.7	4950	88.4	190	86.3	4763	88.7	1152	89.5	4847	83.7	0	0.0	531	89.1	390	70.5
SPIRIT	532	84.0	320	72.8	457	81.4	0	0.0	0	0.0	0	0.0	308	83.4	492	86.6	745	85.4	168	64.3
UNITED	306	82.0	800	76.6	164	78.0	58	89.7	0	0.0	245	86.5	4600	87.4	459	86.1	140	84.3	4010	75.3
VIRGIN AMERICA	0	0.0	126	74.6	0	0.0	0	0.0	380	84.5	104	86.5	76	80.3	0	0.0	0	0.0	170	64.7
TOTAL	27594	90.9	8811	75.9	6763	87.3	8367	89.2	5271	88.5	5702	85.2	15545	85.2	13751	88.5	9210	89.3	8320	70.3

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

	ARRIVAL REPORT*																			
	FLL		IAD		IAH		JFK		LAS		LAX		LGA		MCO		MDW		MIA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	40	67.5	28	82.1	48	75.0	28	71.4	357	78.7	656	60.4	0	0.0	68	82.4	0	0.0	0	0.0
AMERICAN	646	87.8	193	79.3	601	86.4	1328	79.2	1116	81.5	2764	74.9	1698	78.7	1451	84.0	0	0.0	4041	85.3
DELTA	886	90.5	181	91.2	255	93.3	2267	82.9	974	86.0	2159	67.4	1802	78.9	1372	89.5	183	94.0	734	87.7
EXPRESSJET	0	0.0	19	84.2	3423	89.1	0	0.0	0	0.0	0	0.0	1014	74.8	6	50.0	30	83.3	0	0.0
FRONTIER	28	82.1	26	76.9	67	83.6	0	0.0	510	80.8	122	71.3	56	82.1	773	83.7	0	0.0	130	86.9
HAWAIIAN	0	0.0	0	0.0	0	0.0	25	64.0	68	88.2	112	85.7	0	0.0	0	0.0	0	0.0	0	0.0
JETBLUE	1961	73.8	145	74.5	0	0.0	3189	73.2	430	63.7	450	57.6	480	66.3	1566	78.4	0	0.0	0	0.0
SKYWEST	0	0.0	27	92.6	708	83.8	0	0.0	38	71.1	2552	59.2	66	81.8	0	0.0	86	87.2	4	75.0
SOUTHWEST	1717	83.9	155	81.3	0	0.0	0	0.0	5470	80.0	3142	56.6	828	77.2	3147	89.5	5515	87.8	0	0.0
SPIRIT	1259	82.6	0	0.0	397	84.4	0	0.0	868	79.8	728	63.5	308	80.5	759	86.6	0	0.0	0	0.0
UNITED	581	82.6	1405	86.0	4387	88.5	0	0.0	875	82.1	1857	72.1	573	78.5	940	86.2	0	0.0	410	84.9
VIRGIN AMERICA	148	63.5	99	74.7	0	0.0	349	71.9	366	70.8	1035	58.8	96	72.9	28	78.6	0	0.0	0	0.0
TOTAL	7266	81.5	2278	84.2	9886	88.1	7186	77.2	11072	79.9	15577	64.6	6921	77.2	10110	85.9	5814	87.9	5319	85.6

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

	ARRIVAL REPORT*																				
CARRIER*	MSP		ORD		PDX		PHL		PHX		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
ALASKA	31	80.6	116	87.1	1094	84.4	28	71.4	232	81.0	436	72.0	4225	78.3	418	61.5	192	79.2	28	85.7
AMERICAN	695	87.8	4529	88.0	246	81.7	3166	84.9	4249	88.4	619	77.1	539	78.3	982	60.0	379	78.1	909	86.8
DELTA	4217	92.1	502	89.8	432	85.4	481	92.1	575	88.2	476	83.2	1171	82.2	589	65.2	3104	86.6	883	88.3
EXPRESSJET	289	88.6	2348	84.9	0	0.0	3	100.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
FRONTIER	80	82.5	245	87.3	48	77.1	218	82.6	293	76.5	84	77.4	56	80.4	110	58.2	138	78.3	167	82.6
HAWAIIAN	0	0.0	0	0.0	28	85.7	0	0.0	28	71.4	28	89.3	56	64.3	56	76.8	0	0.0	0	0.0
JETBLUE	0	0.0	146	70.5	74	62.2	149	67.8	56	62.5	124	63.7	130	60.8	498	57.2	197	63.5	411	75.9
SKYWEST	2303	90.1	4383	84.6	783	77.4	3	100.0	1239	82.8	525	70.7	1501	76.9	3054	56.9	3318	83.8	0	0.0
SOUTHWEST	658	89.1	0	0.0	901	78.2	707	87.6	4576	80.3	2515	72.2	716	79.1	1187	50.5	788	75.9	2139	88.0
SPIRIT	364	81.0	720	86.3	56	76.8	205	86.8	112	79.5	112	76.8	112	79.5	0	0.0	0	0.0	401	85.3
UNITED	297	86.2	4704	86.4	379	76.5	248	78.6	548	83.0	644	79.3	482	80.7	3582	66.2	253	84.6	493	83.8
VIRGIN AMERICA	0	0.0	80	83.8	80	62.5	0	0.0	0	0.0	148	56.8	168	72.0	1511	54.4	0	0.0	0	0.0
zTOTAL	8934	90.1	17773	86.1	4121	79.9	5208	85.1	11908	83.8	5711	74.0	9156	78.3	11987	59.7	8369	83.2	5431	86.2

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DAL	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
0600-0659	89.9	72.7	86.9	94.5	100.0	0.0	92.0	92.2	90.4	84.1	68.3	89.3	90.1	79.7	94.1	86.9	0.0	80.3
0700-0759	96.1	76.9	91.7	84.7	97.7	85.8	94.2	93.4	89.9	83.3	73.0	87.6	88.9	77.4	93.5	85.3	84.3	85.0
0800-0859	92.4	83.8	90.8	93.1	97.4	87.1	90.7	94.5	93.1	87.9	89.7	86.5	91.1	79.4	92.0	62.1	80.9	95.0
0900-0959	93.1	83.6	93.0	83.7	95.8	90.1	89.3	89.8	93.4	86.0	88.1	87.2	91.3	90.3	87.5	53.8	87.2	92.7
1000-1059	92.9	80.6	93.2	90.9	95.7	87.9	85.5	90.0	91.0	86.2	88.4	92.2	88.1	86.3	81.2	57.9	84.5	90.2
1100-1159	93.1	82.8	94.9	89.4	94.7	90.0	86.9	91.4	91.4	83.3	84.0	90.1	89.7	81.4	84.4	61.3	82.7	86.3
1200-1259	92.1	81.9	89.9	92.3	92.4	90.6	89.0	89.6	97.8	91.7	82.4	91.9	89.3	81.1	77.1	56.9	82.0	84.7
1300-1359	91.9	80.5	89.8	88.8	93.6	86.0	86.2	90.0	89.2	77.5	84.6	90.9	87.5	85.1	78.8	63.4	81.3	85.7
1400-1459	91.0	82.5	90.0	93.5	90.3	88.5	82.1	91.1	91.1	75.9	82.8	87.0	90.2	84.2	76.4	67.0	76.5	87.5
1500-1559	90.6	79.7	85.3	91.1	88.9	88.1	81.0	87.9	87.3	67.5	84.4	79.9	84.9	85.8	80.7	67.5	75.1	91.5
1600-1659	89.6	74.1	83.7	84.6	87.7	84.4	79.9	85.6	89.7	66.2	85.5	80.4	86.5	82.4	76.1	67.1	77.9	84.7
1700-1759	88.0	73.9	83.2	86.9	80.6	84.3	82.3	85.9	89.6	54.9	79.2	82.5	89.8	77.6	78.8	66.9	77.3	85.6
1800-1859	88.0	71.7	80.3	86.1	86.7	82.8	82.4	83.0	86.6	51.1	79.3	83.0	86.8	70.9	75.7	62.9	77.4	85.7
1900-1959	88.7	66.5	85.5	82.3	79.9	79.6	85.3	87.4	87.0	52.0	79.2	83.0	88.1	68.7	78.6	63.8	72.4	82.6
2000-2059	89.2	67.8	86.1	86.0	83.6	79.8	80.3	85.4	85.6	52.7	74.1	82.7	87.7	68.1	72.6	61.8	66.4	84.3
2100-2159	90.6	71.3	81.5	88.6	78.2	76.3	87.6	86.6	85.6	58.7	80.3	85.5	80.5	66.4	74.8	65.3	67.1	79.4
2200-2259	87.7	72.8	81.5	91.8	86.0	83.3	81.9	85.2	87.9	71.4	80.5	76.6	82.6	68.9	74.0	61.2	70.9	83.6
2300-0559	84.9	74.7	87.1	85.5	77.0	88.0	82.9	86.4	84.9	74.6	72.8	86.9	84.0	74.3	79.5	75.0	76.9	82.0
TOTAL	90.9	75.9	87.3	89.2	88.5	85.2	85.2	88.5	89.3	70.3	81.5	84.2	88.1	77.2	79.9	64.6	77.2	85.9

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/ BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

	ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	98.8	78.1	91.9	92.2	81.6	94.4	88.0	100.0	84.4	96.8	0.0	0.0	89.0
0700-0759	91.6	89.5	89.5	88.1	95.8	85.0	93.4	72.5	75.4	84.0	90.6	91.3	88.8
0800-0859	92.3	87.7	90.9	89.6	84.8	84.5	91.3	84.1	87.1	73.8	92.0	95.5	87.9
0900-0959	92.7	91.7	94.1	91.1	90.3	89.9	93.5	79.8	85.6	66.7	90.9	96.5	87.3
1000-1059	89.6	90.2	91.7	91.1	87.9	86.2	88.4	82.0	80.7	59.9	93.9	88.8	85.3
1100-1159	92.6	85.8	92.5	88.8	80.8	92.5	89.4	74.4	83.5	57.3	79.8	87.9	85.1
1200-1259	93.2	84.1	90.8	91.0	78.8	88.8	86.7	74.7	79.8	52.3	77.1	89.4	83.8
1300-1359	91.4	82.5	90.3	86.7	88.5	89.2	83.6	67.5	80.2	54.3	86.7	88.8	83.8
1400-1459	87.5	87.2	90.0	87.1	78.8	90.3	80.8	69.3	79.2	56.1	82.5	87.0	83.8
1500-1559	94.2	86.5	87.4	84.1	78.7	85.9	83.7	71.6	80.4	51.1	81.8	86.9	82.3
1600-1659	92.1	84.1	89.4	86.7	81.1	79.1	84.7	69.0	78.3	55.6	79.5	88.7	81.4
1700-1759	86.8	85.6	88.9	83.9	70.6	79.9	75.7	66.3	76.6	60.4	88.1	85.7	80.2
1800-1859	82.4	86.1	90.1	78.6	76.7	84.4	77.2	80.4	77.6	58.9	81.5	86.9	79.3
1900-1959	78.5	84.0	89.7	79.6	79.9	82.5	81.8	74.3	77.5	59.6	78.3	80.5	79.5
2000-2059	80.6	81.5	86.8	81.3	78.1	77.9	82.4	68.9	74.6	55.6	78.3	80.2	77.6
2100-2159	85.8	72.1	90.1	86.2	79.7	84.8	78.5	72.0	74.1	53.2	80.3	78.8	77.9
2200-2259	84.8	90.5	88.9	83.9	78.1	83.4	77.4	70.5	74.3	52.1	69.2	81.9	76.7
2300-0559	75.0	86.0	86.9	84.8	77.1	85.5	78.0	79.3	74.6	65.1	72.9	81.4	79.2
TOTAL	87.9	85.6	90.1	86.1	79.9	85.1	83.8	74.0	78.3	59.7	83.2	86.2	82.4

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

**TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/BY AIRPORT AND TIME OF DAY
(REPORTABLE AIRPORTS ONLY)**

FEBRUARY 2017

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	**ATL**	**BOS**	**BWI**	**CLT**	**DAL**	**DCA**	**DEN**	**DFW**	**DTW**	**EWR**	**FLL**	**IAD**	**IAH**	**JFK**	**LAS**	**LAX**	**LGA**	**MCO**
0600-0659	94.1	86.2	95.3	98.6	93.9	95.0	93.1	93.0	94.0	88.6	91.4	96.5	95.5	89.8	93.4	92.4	91.6	94.4
0700-0759	93.1	79.8	90.8	94.0	92.4	93.1	92.1	90.7	91.4	84.8	93.1	94.4	88.4	84.3	90.7	89.6	90.0	92.2
0800-0859	93.1	76.7	92.5	90.3	89.7	88.9	89.0	89.9	88.1	80.9	93.6	86.3	87.6	84.5	88.0	84.8	85.3	89.3
0900-0959	90.8	80.6	88.8	92.7	90.6	87.6	85.9	88.1	85.6	81.7	88.3	89.5	84.5	80.2	87.8	64.1	84.1	92.2
1000-1059	90.9	76.6	89.9	88.1	89.3	87.9	87.1	88.4	90.6	81.3	83.0	90.9	88.1	82.7	80.5	58.9	83.4	91.3
1100-1159	88.7	80.5	89.1	90.4	87.4	89.0	80.8	85.0	92.7	79.3	82.2	84.9	86.0	77.5	81.5	57.6	80.5	86.2
1200-1259	88.7	77.1	90.4	94.1	87.6	86.2	82.2	88.1	87.7	82.1	76.5	88.9	84.3	81.4	79.5	58.7	81.2	84.5
1300-1359	88.1	80.6	85.0	89.0	86.2	89.0	85.3	85.6	87.3	82.2	79.3	86.0	84.4	76.4	75.6	56.8	78.9	82.7
1400-1459	88.9	76.2	85.4	85.7	89.2	84.8	83.8	87.8	85.7	73.9	78.2	93.7	84.4	76.7	74.5	61.3	77.6	82.9
1500-1559	85.8	77.1	83.5	85.4	86.2	83.0	81.9	83.2	84.6	68.8	78.9	71.4	85.8	75.5	71.3	67.0	75.0	82.3
1600-1659	87.7	71.4	82.8	86.5	81.9	87.0	76.2	84.4	83.7	70.3	76.2	84.6	81.3	77.4	78.4	65.4	71.0	84.6
1700-1759	83.6	69.5	80.1	84.9	74.2	81.0	78.5	84.3	86.8	64.1	73.1	79.2	84.7	74.5	73.2	68.6	75.9	81.6
1800-1859	80.4	68.5	81.8	82.9	76.2	78.6	80.7	83.3	84.5	58.6	71.8	76.4	87.0	72.8	75.7	67.5	75.5	79.4
1900-1959	85.7	64.4	82.0	84.8	86.6	81.8	83.3	79.2	81.1	55.3	73.1	81.3	82.9	72.0	66.3	59.5	71.2	83.2
2000-2059	83.3	70.2	85.8	82.2	75.9	83.7	83.1	89.2	85.5	49.5	74.4	66.7	84.6	66.3	77.3	60.9	65.6	76.9
2100-2159	89.9	63.4	75.3	78.6	71.9	64.3	77.3	78.6	77.1	56.4	69.6	0.0	88.0	66.8	72.3	70.3	63.0	75.5
2200-2259	91.6	100.0	83.4	86.9	71.6	88.1	91.2	86.9	87.3	50.0	86.4	90.0	66.7	65.5	76.4	72.0	0.0	76.0
2300-0559	91.0	85.1	94.3	95.7	0.0	91.2	87.7	89.5	95.0	87.4	94.1	100.0	97.6	85.2	89.0	79.5	93.6	92.7
TOTAL	**88.4**	**76.1**	**86.7**	**87.9**	**85.0**	**86.8**	**83.8**	**86.8**	**87.1**	**73.1**	**80.4**	**84.8**	**85.7**	**77.5**	**80.3**	**68.9**	**79.4**	**85.7**

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/ BY AIRPORT AND TIME OF DAY
(REPORTABLE AIRPORTS ONLY)

FEBRUARY 2017

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*												
	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
0600-0659	93.9	92.8	93.5	91.1	91.9	90.5	95.5	89.5	88.3	91.6	95.4	95.3	92.1
0700-0759	92.5	90.9	93.8	89.0	89.4	92.8	93.9	85.1	82.8	88.0	84.8	91.9	89.7
0800-0859	88.0	90.2	93.7	88.2	88.1	88.2	91.5	81.7	83.7	79.5	88.3	94.1	87.5
0900-0959	87.8	84.0	89.7	82.9	86.4	90.5	92.3	84.0	82.4	71.9	90.9	95.2	85.2
1000-1059	84.5	96.1	93.3	84.0	83.2	87.9	89.4	77.1	82.4	69.2	88.6	91.9	84.4
1100-1159	89.5	90.7	92.1	85.4	87.0	84.9	86.9	76.4	79.5	64.3	91.0	91.8	83.1
1200-1259	88.8	88.2	92.5	85.5	70.7	94.3	85.4	75.7	80.1	61.2	66.9	85.9	82.1
1300-1359	88.0	80.3	87.8	86.4	81.8	89.1	84.0	68.7	80.0	61.6	86.7	86.0	81.6
1400-1459	88.5	77.6	86.7	80.0	79.1	84.8	83.7	69.9	78.1	60.1	80.1	82.9	80.4
1500-1559	83.3	79.6	87.3	85.6	78.4	88.4	78.0	62.8	82.6	63.4	86.2	80.5	80.7
1600-1659	88.4	80.4	85.4	82.6	81.6	83.3	83.3	65.5	82.0	60.9	84.1	81.9	79.7
1700-1759	83.8	70.8	88.1	81.7	72.9	82.0	78.7	66.8	73.5	61.9	82.4	84.5	78.3
1800-1859	80.5	73.9	80.8	80.5	69.4	76.5	77.0	73.1	74.4	63.7	76.8	77.3	76.6
1900-1959	75.0	85.7	88.2	79.9	76.8	89.5	79.6	74.0	76.9	63.5	75.4	81.0	77.9
2000-2059	82.5	83.4	89.2	80.0	68.9	81.8	76.2	70.2	73.6	62.8	84.5	81.1	79.6
2100-2159	81.6	83.3	86.3	83.1	40.0	89.8	86.4	70.2	73.0	71.5	87.0	75.4	79.2
2200-2259	89.6	0.0	91.3	93.6	91.7	0.0	82.1	89.7	84.1	73.9	90.2	0.0	84.7
2300-0559	96.1	92.4	95.6	97.2	89.9	89.2	92.5	100.0	86.8	76.4	75.8	97.8	87.3
TOTAL	**86.1**	**83.5**	**89.7**	**84.3**	**82.3**	**86.4**	**85.3**	**76.5**	**81.0**	**69.6**	**86.2**	**86.8**	**82.7**

* See Appendix at end of this section for list of airport and carrier codes.

AIR TRAVEL CONSUMER REPORT

FEBRUARY 2017

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE								

None

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
EXPRESSJET	3792	Dec	CLE-EWR	1843	23	15	65.22	89.14
EXPRESSJET	3792	Jan	CLE-EWR	1843	23	12	52.17	98.64
EXPRESSJET	4324	Feb	CLE-EWR	1820	11	7	63.64	66.43
SKYWEST	3035	Dec	ASE-LAX	1830	17	10	58.82	108.14
SKYWEST	3035	Jan	ASE-LAX	1830	31	23	74.19	98.92
SKYWEST	3035	Feb	ASE-LAX	1825	24	15	62.50	93.56
SKYWEST	5420	Dec	DEN-SUN	1120	16	10	62.50	131.00
SKYWEST	5420	Jan	DEN-SUN	1121	31	18	58.06	84.67
SKYWEST	5442	Feb	DEN-SUN	1115	16	10	62.50	37.50
SKYWEST	5491	Dec	SFO-SUN	1050	16	10	62.50	88.00
SKYWEST	5491	Jan	SFO-SUN	1050	31	16	51.61	0.00
SKYWEST	5491	Feb	SFO-SUN	1040	28	15	53.57	46.33
SKYWEST	5879	Dec	SUN-DEN	1359	15	9	60.00	145.00
SKYWEST	5879	Jan	SUN-DEN	1405	29	16	55.17	56.00
SKYWEST	5879	Feb	SUN-DEN	1350	16	10	62.50	45.00

AIR TRAVEL CONSUMER REPORT

FEBRUARY 2017

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
SPIRIT	526	Dec	FLL-EWR	1706	31	18	58.06	79.19
SPIRIT	526	Jan	FLL-EWR	1706	31	21	67.74	70.28
SPIRIT	526	Feb	FLL-EWR	1704	28	16	57.14	92.40
VIRGIN AMERICA	357	Dec	BOS-SFO	1859	26	15	57.69	83.00
VIRGIN AMERICA	357	Jan	BOS-SFO	1859	27	14	51.85	85.36
VIRGIN AMERICA	357	Feb	BOS-SFO	1855	24	13	54.17	106.00

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	4253	Jan	BNA-EWR	1535	23	13	56.52	85.25
EXPRESSJET	4253	Feb	BNA-EWR	1535	26	17	65.38	92.23
EXPRESSJET	4071	Jan	CHS-EWR	1740	24	13	54.17	98.36
EXPRESSJET	4071	Feb	CHS-EWR	1740	13	8	61.54	77.17
EXPRESSJET	3792	Jan	CLE-EWR	1843	23	12	52.17	98.64
EXPRESSJET	4324	Feb	CLE-EWR	1820	11	7	63.64	66.43
EXPRESSJET	4234	Jan	DCA-EWR	1851	28	16	57.14	84.46
EXPRESSJET	4234	Feb	DCA-EWR	1851	25	15	60.00	100.92
EXPRESSJET	4254	Jan	EWR-BUF	2055	30	19	63.33	75.46
EXPRESSJET	4254	Feb	EWR-BUF	2055	14	8	57.14	84.83
EXPRESSJET	3885	Jan	EWR-GRR	1923	20	13	65.00	87.09
EXPRESSJET	3885	Feb	EWR-GRR	1923	12	7	58.33	118.80

AIR TRAVEL CONSUMER REPORT

FEBRUARY 2017

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
<td colspan="9" style="text-align:center">CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS</td>
SKYWEST	3035	Jan	ASE-LAX	1830	31	23	74.19	98.92
SKYWEST	3035	Feb	ASE-LAX	1825	24	15	62.50	93.56
SKYWEST	5420	Jan	DEN-SUN	1121	31	18	58.06	84.67
SKYWEST	5442	Feb	DEN-SUN	1115	16	10	62.50	37.50
SKYWEST	4906	Jan	LAX-SFO	1000	28	18	64.29	85.41
SKYWEST	4906	Feb	LAX-SFO	1000	26	15	57.69	89.87
SKYWEST	5491	Jan	SFO-SUN	1050	31	16	51.61	0.00
SKYWEST	5491	Feb	SFO-SUN	1040	28	15	53.57	46.33
SKYWEST	5879	Jan	SUN-DEN	1405	29	16	55.17	56.00
SKYWEST	5879	Feb	SUN-DEN	1350	16	10	62.50	45.00
SOUTHWEST	1476	Jan	LAX-SFO	1800	19	10	52.63	69.00
SOUTHWEST	1476	Feb	LAX-SFO	1800	19	10	52.63	103.00
SOUTHWEST	785	Jan	SJC-LAX	1500	23	12	52.17	62.70
SOUTHWEST	785	Feb	SJC-LAX	1500	20	11	55.00	65.33
SPIRIT	526	Jan	FLL-EWR	1706	31	21	67.74	70.28
SPIRIT	526	Feb	FLL-EWR	1704	28	16	57.14	92.40
VIRGIN AMERICA	357	Jan	BOS-SFO	1859	27	14	51.85	85.36
VIRGIN AMERICA	357	Feb	BOS-SFO	1855	24	13	54.17	106.00

* Minimum of 10 flights per months

** includes cancelled and diverted flights

*** Flights late more than 30 minutes only. Excludes cancelled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website http://www.bts.gov

AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OR MORE OF THE TIME

FEBRUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS (minimum 15 operations per flight number)	REGULARLY SCHEDULED FLIGHTS LATE 70% OR MORE OF THE TIME D/	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	191	5	2.6
SOUTHWEST	3,598	49	1.4
EXPRESSJET	809	5	0.6
SKYWEST	1,238	7	0.6
ALASKA	487	2	0.4
UNITED	1,298	3	0.2
JETBLUE	796	1	0.1
AMERICAN	2,277	0	0.0
DELTA	1,443	0	0.0
SPIRIT	406	0	0.0
FRONTIER	228	0	0.0
HAWAIIAN	202	0	0.0
TOTAL	**12,973**	**72**	**0.6**

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2017

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Aberdeen, SD (ABR)	94.6	96.4	56	56	Bloomington/Normal, IL (BMI)	85.6	91.4	104	105
Abilene, TX (ABI)	84.6	84.6	13	13	Boise, ID (BOI)	79.8	84.5	1,107	1,109
Adak Island, AK (ADK)	87.5	100.0	8	8	Boston, MA (BOS)	75.9	76.1	8,811	8,803
Aguadilla, PR (BQN)	85.3	85.9	129	128	Bozeman, MT (BZN)	87.5	86.3	336	335
Akron, OH (CAK)	85.2	89.4	479	481	Brainerd, MN (BRD)	97.9	95.8	48	48
Albany, GA (ABY)	84.4	81.8	77	77	Bristol/Johnson City/Kingsport, TN (TRI)	79.3	83.3	150	150
Albany, NY (ALB)	85.7	84.8	704	704	Brownsville, TX (BRO)	91.1	96.3	79	80
Albuquerque, NM (ABQ)	84.5	87.2	1,249	1,247	Brunswick, GA (BQK)	85.7	87.0	77	77
Alexandria, LA (AEX)	87.9	88.3	240	240	Buffalo, NY (BUF)	86.1	88.3	1,243	1,244
Allentown/Bethlehem/Easton, PA (ABE)	90.5	86.7	126	128	Bullhead City, AZ (IFP)	69.2	76.9	13	13
Alpena, MI (APN)	70.8	79.2	48	48	Burbank, CA (BUR)	74.0	77.3	1,729	1,726
Amarillo, TX (AMA)	89.8	94.1	235	236	Burlington, VT (BTV)	71.3	73.5	261	260
Anchorage, AK (ANC)	83.0	87.2	1,054	1,053	Butte, MT (BTM)	92.3	92.3	52	52
Appleton, WI (ATW)	86.8	84.8	151	151	Casper, WY (CPR)	90.6	94.3	53	53
Arcata/Eureka, CA (ACV)	54.8	69.0	84	84	Cedar City, UT (CDC)	81.3	91.7	48	48
Asheville, NC (AVL)	86.2	87.2	196	196	Cedar Rapids/Iowa City, IA (CID)	82.9	87.4	304	302
Aspen, CO (ASE)	66.7	61.7	682	682	Charleston, SC (CHS)	86.2	88.4	883	880
Atlanta, GA (ATL)	90.9	88.4	27,594	27,623	Charleston/Dunbar, WV (CRW)	84.8	86.5	178	178
Atlantic City, NJ (ACY)	83.0	82.3	288	288	Charlotte Amalie, VI (STT)	83.4	83.0	452	452
Augusta, GA (AGS)	83.2	84.4	179	179	Charlotte, NC (CLT)	89.2	87.9	8,367	8,369
Austin, TX (AUS)	87.3	87.5	3,377	3,379	Charlottesville, VA (CHO)	77.2	82.2	197	197
Bakersfield, CA (BFL)	83.1	93.9	148	148	Chattanooga, TN (CHA)	84.6	84.9	389	391
Baltimore, MD (BWI)	87.3	86.7	6,763	6,763	Chicago, IL (MDW)	87.9	86.1	5,814	5,814
Barrow, AK (BRW)	77.8	80.6	72	72	Chicago, IL (ORD)	86.1	84.3	17,773	17,775
Baton Rouge, LA (BTR)	87.6	85.0	466	466	Christiansted, VI (STX)	94.9	95.9	98	98
Bellingham, WA (BLI)	73.5	75.0	68	68	Cincinnati, OH (CVG)	86.0	85.5	986	983
Bemidji, MN (BJI)	94.6	94.6	56	56	Cleveland, OH (CLE)	84.2	86.3	2,360	2,361
Bend/Redmond, OR (RDM)	78.8	75.5	217	216	Cody, WY (COD)	91.1	92.9	56	56
Bethel, AK (BET)	84.2	90.8	76	76	College Station/Bryan, TX (CLL)	86.8	89.5	76	76
Billings, MT (BIL)	91.8	96.3	219	219	Colorado Springs, CO (COS)	82.6	87.0	639	638
Binghamton, NY (BGM)	90.4	86.5	52	52	Columbia, SC (CAE)	84.5	89.8	303	303
Birmingham, AL (BHM)	87.1	90.2	827	827	Columbus, GA (CSG)	77.1	81.9	83	83
Bismarck/Mandan, ND (BIS)	90.3	92.9	113	112	Columbus, MS (GTR)	81.6	88.2	76	76

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
Columbus, OH (CMH)	87.1	88.8	1,707	1,706	Fort Wayne, IN (FWA)	79.9	87.0	408	408
Cordova, AK (CDV)	64.3	71.4	56	56	Fresno, CA (FAT)	74.4	83.2	593	594
Corpus Christi, TX (CRP)	87.8	88.3	205	206	Gainesville, FL (GNV)	83.9	83.3	180	180
Dallas, TX (DAL)	88.5	85.1	5,271	5,271	Garden City, KS (GCK)	92.9	94.6	56	56
Dallas/Fort Worth, TX (DFW)	88.5	86.8	13,751	13,764	Gillette, WY (GCC)	92.5	93.8	80	80
Dayton, OH (DAY)	90.7	91.5	367	366	Grand Forks, ND (GFK)	92.0	93.2	88	88
Daytona Beach, FL (DAB)	93.3	91.3	150	149	Grand Island, NE (GRI)	96.4	93.1	28	29
Deadhorse, AK (SCC)	80.4	82.1	56	56	Grand Junction, CO (GJT)	91.2	93.1	159	160
Denver, CO (DEN)	85.2	83.8	15,545	15,533	Grand Rapids, MI (GRR)	86.7	89.1	904	902
Des Moines, IA (DSM)	88.1	88.1	641	640	Great Falls, MT (GTF)	92.9	93.7	112	111
Detroit, MI (DTW)	89.3	87.1	9,210	9,183	Green Bay, WI (GRB)	83.2	84.5	304	303
Devils Lake, ND (DVL)	72.9	72.9	48	48	Greensboro/High Point, NC (GSO)	86.7	89.2	398	397
Dothan, AL (DHN)	82.4	86.3	102	102	Greer, SC (GSP)	89.1	89.1	393	394
Duluth, MN (DLH)	90.7	94.0	151	151	Guam, TT (GUM)	89.3	89.3	28	28
Durango, CO (DRO)	89.0	86.3	73	73	Gulfport/Biloxi, MS (GPT)	91.3	91.3	173	173
Eagle, CO (EGE)	78.9	80.0	280	280	Gunnison, CO (GUC)	64.7	73.5	34	34
Eau Claire, WI (EAU)	88.5	90.4	52	52	Hancock/Houghton, MI (CMX)	83.9	78.6	56	56
El Paso, TX (ELP)	85.3	88.2	822	823	Harlingen/San Benito, TX (HRL)	82.8	87.1	186	186
Elko, NV (EKO)	89.4	93.6	47	47	Harrisburg, PA (MDT)	90.1	93.2	191	191
Elmira/Corning, NY (ELM)	93.3	100.0	15	15	Hartford, CT (BDL)	80.5	80.9	1,564	1,562
Erie, PA (ERI)	83.7	86.7	104	105	Hattiesburg/Laurel, MS (PIB)	87.5	89.6	48	48
Escanaba, MI (ESC)	79.2	79.2	48	48	Hayden, CO (HDN)	72.0	75.8	161	161
Eugene, OR (EUG)	78.5	82.3	242	243	Hays, KS (HYS)	79.2	89.6	48	48
Evansville, IN (EVV)	88.5	91.7	218	218	Helena, MT (HLN)	92.7	97.3	110	110
Fairbanks, AK (FAI)	79.5	89.1	156	156	Hibbing, MN (HIB)	92.2	90.5	64	63
Fargo, ND (FAR)	88.9	89.9	199	199	Hilo, HI (ITO)	81.7	82.8	469	441
Fayetteville, AR (XNA)	83.2	87.2	382	382	Hobbs, NM (HOB)	91.7	89.6	48	48
Fayetteville, NC (FAY)	89.8	86.7	128	128	Honolulu, HI (HNL)	73.1	84.7	3,493	3,495
Flagstaff, AZ (FLG)	89.7	91.8	97	97	Houston, TX (HOU)	84.0	83.7	4,014	4,013
Flint, MI (FNT)	86.2	90.5	369	369	Houston, TX (IAH)	88.1	85.7	9,886	9,894
Fort Lauderdale, FL (FLL)	81.5	80.4	7,266	7,269	Huntsville, AL (HSV)	92.9	93.7	254	254
Fort Myers, FL (RSW)	88.0	87.3	3,099	3,096	Idaho Falls, ID (IDA)	86.8	88.7	167	168
Fort Smith, AR (FSM)	87.3	89.9	79	79	Indianapolis, IN (IND)	85.4	88.4	1,903	1,900

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2017

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
International Falls, MN (INL)	85.1	83.3	47	48	Lincoln, NE (LNK)	86.5	91.9	223	222
Iron Mountain/Kingsfd, MI (IMT)	88.5	88.7	52	53	Little Rock, AR (LIT)	85.7	87.8	566	566
Islip, NY (ISP)	82.1	81.2	340	340	Long Beach, CA (LGB)	72.7	74.6	1,216	1,218
Ithaca/Cortland, NY (ITH)	88.2	88.2	51	51	Los Angeles, CA (LAX)	64.6	68.9	15,577	15,569
Jackson, WY (JAC)	75.2	64.4	315	315	Louisville, KY (SDF)	87.3	88.3	692	691
Jackson/Vicksburg, MS (JAN)	91.4	92.8	304	304	Lubbock, TX (LBB)	84.5	89.4	310	311
Jacksonville, FL (JAX)	88.7	90.8	1,265	1,265	Madison, WI (MSN)	87.8	89.2	639	638
Jacksonville/Camp Lejeune, NC (OAJ)	85.9	89.7	78	78	Mammoth Lakes, CA (MMH)	53.6	39.3	28	28
Jamestown, ND (JMS)	76.3	75.0	76	76	Manchester, NH (MHT)	81.2	82.1	446	448
Juneau, AK (JNU)	84.8	85.1	296	296	Marquette, MI (MQT)	82.7	82.7	52	52
Kahului, HI (OGG)	75.8	78.7	1,825	1,825	Medford, OR (MFR)	78.8	78.2	193	193
Kalamazoo, MI (AZO)	87.1	89.0	194	191	Melbourne, FL (MLB)	91.2	93.1	102	102
Kalispell, MT (FCA)	84.1	89.0	164	164	Memphis, TN (MEM)	87.8	90.2	1,078	1,078
Kansas City, MO (MCI)	88.2	88.3	3,231	3,231	Meridian, MS (MEI)	84.2	86.8	76	76
Ketchikan, AK (KTN)	84.8	86.6	164	164	Miami, FL (MIA)	85.6	83.4	5,319	5,322
Key West, FL (EYW)	88.0	89.8	167	167	Midland/Odessa, TX (MAF)	80.1	87.6	432	429
Killeen, TX (GRK)	82.1	88.8	117	116	Milwaukee, WI (MKE)	85.9	88.5	2,327	2,327
Knoxville, TN (TYS)	82.7	83.9	486	485	Minneapolis, MN (MSP)	90.1	89.7	8,934	8,950
Kodiak, AK (ADQ)	91.4	88.6	35	35	Minot, ND (MOT)	90.1	90.0	91	90
Kona, HI (KOA)	77.4	81.1	933	961	Mission/McAllen/Edinburg, TX (MFE)	90.8	90.8	152	152
Kotzebue, AK (OTZ)	75.0	75.0	56	56	Missoula, MT (MSO)	90.3	88.7	124	124
La Crosse, WI (LSE)	84.9	82.4	53	51	Mobile, AL (MOB)	85.1	87.6	370	371
Lafayette, LA (LFT)	88.8	88.1	269	270	Moline, IL (MLI)	85.6	90.4	209	208
Lake Charles, LA (LCH)	90.1	90.9	121	121	Monroe, LA (MLU)	87.8	90.1	222	222
Lansing, MI (LAN)	85.9	88.6	263	263	Monterey, CA (MRY)	70.9	78.0	220	218
Laramie, WY (LAR)	89.6	91.7	48	48	Montgomery, AL (MGM)	86.1	88.6	202	202
Laredo, TX (LRD)	88.3	88.8	179	179	Montrose/Delta, CO (MTJ)	82.1	80.7	145	145
Las Vegas, NV (LAS)	79.9	80.3	11,072	11,063	Mosinee, WI (CWA)	89.1	90.6	64	64
Latrobe, PA (LBE)	80.6	84.7	98	98	Muskegon, MI (MKG)	90.4	88.5	52	52
Lawton/Fort Sill, OK (LAW)	100.0	100.0	13	13	Myrtle Beach, SC (MYR)	83.2	82.6	321	321
Lewiston, ID (LWS)	90.9	90.7	44	43	Nashville, TN (BNA)	87.5	87.9	3,823	3,823
Lexington, KY (LEX)	78.5	80.7	461	461	New Bern/Morehead/Beaufort, NC (EWN)	88.2	86.3	51	51
Lihue, HI (LIH)	78.0	81.3	887	887	New Orleans, LA (MSY)	86.8	87.1	3,316	3,312

AIR TRAVEL CONSUMER REPORT
TABLE 7. ONTIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT
FEBRUARY 2017

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS		CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP		ARR	DEP	ARR	DEP
New York, NY (JFK)	77.2	77.5	7,186	7,186	Raleigh/Durham, NC (RDU)	85.7	86.2	2,432	2,434
New York, NY (LGA)	77.2	79.4	6,921	6,923	Rapid City, SD (RAP)	90.4	92.5	146	146
Newark, NJ (EWR)	70.3	73.1	8,320	8,323	Redding, CA (RDD)	70.7	70.7	82	82
Newburgh/Poughkeepsie, NY (SWF)	78.3	72.3	83	83	Reno, NV (RNO)	75.7	76.7	1,077	1,075
Newport News/Williamsburg, VA (PHF)	91.0	93.6	78	78	Rhinelander, WI (RHI)	83.1	82.9	71	70
Niagara Falls, NY (IAG)	90.6	73.4	64	64	Richmond, VA (RIC)	81.9	83.5	1,174	1,174
Nome, AK (OME)	69.6	76.8	56	56	Roanoke, VA (ROA)	89.6	87.1	154	155
Norfolk, VA (ORF)	91.1	93.1	663	664	Rochester, MN (RST)	79.2	82.3	125	124
North Bend/Coos Bay, OR (OTH)	47.1	43.8	17	16	Rochester, NY (ROC)	83.0	87.4	506	508
Oakland, CA (OAK)	74.1	72.9	3,514	3,524	Rock Springs, WY (RKS)	84.6	90.4	52	52
Oklahoma City, OK (OKC)	86.3	90.8	1,043	1,045	Roswell, NM (ROW)	90.3	86.7	31	30
Omaha, NE (OMA)	87.7	91.8	1,457	1,456	Sacramento, CA (SMF)	75.6	78.9	3,047	3,048
Ontario, CA (ONT)	77.7	78.9	1,534	1,534	Saginaw/Bay City/Midland, MI (MBS)	88.6	91.1	193	191
Orlando, FL (MCO)	85.9	85.7	10,110	10,105	Salt Lake City, UT (SLC)	83.2	86.2	8,369	8,345
Paducah, KY (PAH)	92.3	92.3	52	52	San Antonio, TX (SAT)	85.2	88.9	2,224	2,223
Pago Pago, TT (PPG)	75.0	75.0	8	8	San Diego, CA (SAN)	74.0	76.5	5,711	5,711
Palm Springs, CA (PSP)	75.9	77.3	982	984	San Francisco, CA (SFO)	59.7	69.6	11,987	11,975
Panama City, FL (ECP)	89.2	87.2	250	250	San Jose, CA (SJC)	75.2	76.3	3,254	3,255
Pasco/Kennewick/Richland, WA (PSC)	84.6	87.7	267	268	San Juan, PR (SJU)	85.7	87.6	2,041	2,043
Pellston, MI (PLN)	66.2	64.7	68	68	San Luis Obispo, CA (SBP)	73.0	74.9	259	259
Pensacola, FL (PNS)	91.4	91.7	373	373	Santa Ana, CA (SNA)	76.2	78.0	2,923	2,922
Peoria, IL (PIA)	84.5	86.6	233	232	Santa Barbara, CA (SBA)	63.7	67.9	377	377
Petersburg, AK (PSG)	78.6	83.9	56	56	Santa Fe, NM (SAF)	88.0	91.7	108	108
Philadelphia, PA (PHL)	85.1	86.4	5,208	5,205	Santa Rosa, CA (STS)	76.9	53.8	13	13
Phoenix, AZ (PHX)	83.8	85.3	11,908	11,915	Sarasota/Bradenton, FL (SRQ)	88.7	87.7	300	300
Pittsburgh, PA (PIT)	86.5	89.3	1,909	1,908	Sault Ste. Marie, MI (CIU)	82.7	86.5	52	52
Plattsburgh, NY (PBG)	82.1	78.6	56	56	Savannah, GA (SAV)	85.0	83.4	448	446
Pocatello, ID (PIH)	90.1	94.4	71	71	Scranton/Wilkes-Barre, PA (AVP)	90.0	88.0	100	100
Ponce, PR (PSE)	75.0	89.3	56	56	Seattle, WA (SEA)	78.3	81.0	9,156	9,157
Portland, ME (PWM)	73.4	74.0	342	342	Shreveport, LA (SHV)	87.3	85.8	424	424
Portland, OR (PDX)	79.9	82.3	4,121	4,124	Sioux Falls, SD (FSD)	88.9	91.0	333	333
Providence, RI (PVD)	79.9	80.9	907	907	Sitka, AK (SIT)	87.7	91.4	81	81
Punta Gorda, FL (PGD)	81.1	70.4	53	54	South Bend, IN (SBN)	82.6	86.6	351	351

CITY(AIRPORTS)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR	DEP	ARR	DEP
Spokane, WA (GEG)	81.7	87.1	823	823
Springfield, IL (SPI)	87.4	93.7	127	127
Springfield, MO (SGF)	84.2	87.4	183	183
St. George, UT (SGU)	85.8	90.3	176	176
St. Louis, MO (STL)	87.7	87.7	4,186	4,186
State College, PA (SCE)	82.6	84.8	92	92
Sun Valley/Hailey/Ketchum, ID (SUN)	47.8	48.9	136	135
Syracuse, NY (SYR)	82.3	85.5	400	401
Tallahassee, FL (TLH)	87.2	90.8	164	163
Tampa, FL (TPA)	86.2	86.8	5,431	5,428
Texarkana, AR (TXK)	82.6	95.8	23	24
Traverse City, MI (TVC)	81.3	82.4	192	193
Trenton, NJ (TTN)	74.9	75.1	171	169
Tucson, AZ (TUS)	77.7	81.0	1,352	1,350
Tulsa, OK (TUL)	89.0	93.2	1,045	1,043
Twin Falls, ID (TWF)	83.5	70.5	79	122
Tyler, TX (TYR)	84.6	84.6	13	13
Valdosta, GA (VLD)	87.2	87.2	78	78
Valparaiso, FL (VPS)	89.3	87.9	206	206
Waco, TX (ACT)	85.4	93.2	103	103
Washington, DC (DCA)	85.2	86.8	5,702	5,703
Washington, DC (IAD)	84.2	84.8	2,278	2,276
West Palm Beach/Palm Beach, FL (PBI)	82.0	81.2	2,283	2,283
White Plains, NY (HPN)	69.7	71.3	492	491
Wichita Falls, TX (SPS)	86.6	91.5	82	82
Wichita, KS (ICT)	87.9	92.2	603	605
Williston, ND (ISN)	89.3	85.7	56	56
Wilmington, NC (ILM)	85.0	89.6	193	192
Worcester, MA (ORH)	67.9	68.5	56	54
Wrangell, AK (WRG)	85.7	87.5	56	56
Yakutat, AK (YAK)	73.2	76.8	56	56
Yuma, AZ (YUM)	92.7	94.5	110	109

AIR TRAVEL CONSUMER REPORT

TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS BY CARRIER

FEBRUARY 2017

CARRIER	AT 30 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
JETBLUE	24	15,574	696	4.5	63	22,511	985	4.4
VIRGIN AMERICA	17	4,964	179	3.6	21	5,140	180	3.5
SKYWEST	24	26,967	594	2.2	193	46,953	1,115	2.4
EXPRESSJET	16	15,606	347	2.2	158	30,444	657	2.2
ALASKA	25	8,690	174	2.0	65	13,346	294	2.2
SPIRIT	21	9,421	154	1.6	36	11,443	199	1.7
SOUTHWEST	25	54,997	810	1.5	87	95,741	1,301	1.4
AMERICAN	28	55,010	719	1.3	94	67,123	791	1.2
UNITED	27	33,452	330	1.0	92	40,004	370	0.9
FRONTIER	24	4,950	33	0.7	47	6,710	51	0.8
DELTA	30	49,310	320	0.6	149	65,313	356	0.5
HAWAIIAN	8	400	1	0.3	17	5,789	13	0.2
Total		279,341	4,357	1.6		410,517	6,312	1.5

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

AIR TRAVEL CONSUMER REPORT

TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELLED 5% OR MORE OF THE TIME

FEBRUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5%OR MORE OF THE TIME	
		NUMBERS	PERCENTAGE
JETBLUE	995	332	33.3
VIRGIN AMERICA	227	47	20.7
ALASKA	574	87	15.1
EXPRESSJET	2646	363	13.7
SPIRIT	435	57	13.1
SKYWEST	3907	414	10.5
FRONTIER	361	27	7.4
AMERICAN	3631	262	7.2
SOUTHWEST	13260	918	6.9
UNITED	2541	131	5.1
DELTA	5815	255	4.3
HAWAIIAN	241	3	1.2
TOTAL	**34,633**	**2,896**	**8.4**

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

NOTE: For a complete list of flights canceled 5% or more of the time, go to **https://www.transtats.bts.gov/ONTIME/5PctCancels.aspx**

AIR TRAVEL CONSUMER REPORT

TABLE 9. CAUSES OF DELAY*, BY CARRIER
FEBRUARY 2017

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
ALASKA	13346	10350	77.55%	294	2.20%	58	0.43%	579	4.34%	91	0.68%	1,238	9.28%	9	0.07%	726	5.44%
AMERICAN	67123	57171	85.17%	791	1.18%	115	0.17%	2822	4.20%	140	0.21%	3,730	5.56%	12	0.02%	2,341	3.49%
DELTA	65313	58434	89.47%	356	0.55%	95	0.15%	2139	3.27%	314	0.48%	2,372	3.63%	3	0.00%	1,600	2.45%
EXPRESSJET	30444	25074	82.36%	657	2.16%	92	0.30%	1520	4.99%	53	0.17%	1,271	4.17%	0	0.00%	1,778	5.84%
FRONTIER	6710	5520	82.27%	51	0.76%	14	0.21%	307	4.58%	9	0.13%	428	6.38%	0	0.00%	381	5.68%
HAWAIIAN	5789	4528	78.22%	13	0.22%	5	0.09%	466	8.05%	131	2.26%	38	0.66%	2	0.03%	606	10.47%
JETBLUE	22511	16277	72.31%	985	4.38%	77	0.34%	1590	7.06%	86	0.38%	1,650	7.33%	13	0.06%	1,832	8.14%
SKYWEST	46953	37483	79.83%	1115	2.37%	233	0.50%	1826	3.89%	283	0.60%	2,757	5.87%	11	0.02%	3,244	6.91%
SOUTHWEST	95741	78853	82.36%	1301	1.36%	157	0.16%	3567	3.73%	392	0.41%	4,413	4.61%	8	0.01%	7,050	7.36%
SPIRIT	11443	9335	81.58%	199	1.74%	16	0.14%	406	3.55%	20	0.17%	1,043	9.11%	4	0.03%	420	3.67%
UNITED	40004	32615	81.53%	370	0.92%	78	0.19%	1924	4.81%	174	0.43%	2,755	6.89%	1	0.00%	2,087	5.22%
VIRGIN AMERICA	5140	3321	64.61%	180	3.50%	40	0.78%	193	3.75%	211	4.11%	678	13.19%	4	0.08%	512	9.96%
TOTAL	410517	338961	82.57%	6312	1.54%	980	0.24%	17339	4.22%	1904	0.46%	22373	5.45%	67	0.02%	22577	5.50%

CAUSES OF DELAY (header spanning delay columns)

*Causes of Delay:
Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
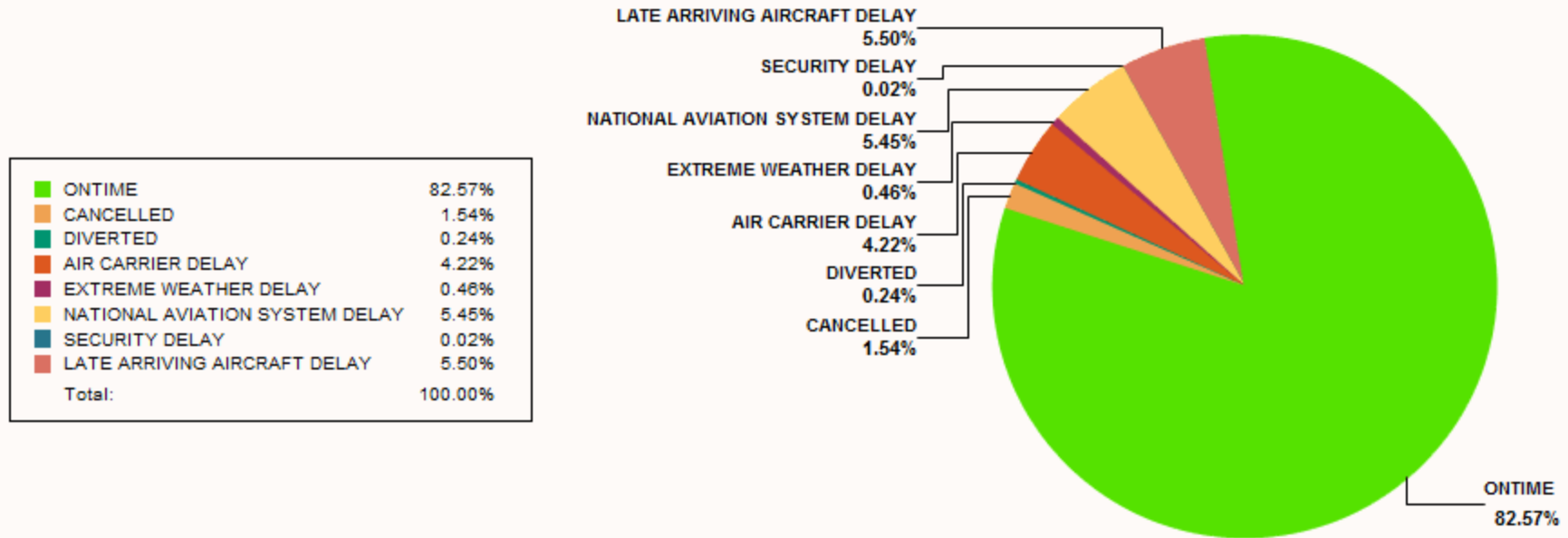**Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*

FEBRUARY 2017

ONTIME	82.57%
CANCELLED	1.54%
DIVERTED	0.24%
AIR CARRIER DELAY	4.22%
EXTREME WEATHER DELAY	0.46%
NATIONAL AVIATION SYSTEM DELAY	5.45%
SECURITY DELAY	0.02%
LATE ARRIVING AIRCRAFT DELAY	5.50%
Total:	100.00%

LATE ARRIVING AIRCRAFT DELAY 5.50%
SECURITY DELAY 0.02%
NATIONAL AVIATION SYSTEM DELAY 5.45%
EXTREME WEATHER DELAY 0.46%
AIR CARRIER DELAY 4.22%
DIVERTED 0.24%
CANCELLED 1.54%
ONTIME 82.57%

*Causes of Delay:
Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS BY CARRIER

FEBRUARY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
NONE						

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS BY CARRIER
FEBRUARY 2017

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
CHINA EASTERN	587	PVG	JFK	2/9/2017	Diversion Airport (IAD)	482
JETBLUE	2850	UIO	FLL	2/25/2017	Diversion Airport (PBI)	256
JETBLUE	40	MDE	FLL	2/25/2017	Diversion Airport (PBI)	248
ALL NIPPON	110	HND	JFK	2/9/2017	Diversion Airport (IAD)	247

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

* See Appendix at end of this section for list of airport codes.

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS BY CARRIER

FEBRUARY 2017

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS OVER 2 HOURS	
		NUMBERS	PERCENTAGE
VIRGIN AMERICA	5140	3	0.06
ALASKA	13346	6	0.04
EXPRESSJET	30444	13	0.04
AMERICAN	67123	27	0.04
DELTA	65313	23	0.04
UNITED	40004	12	0.03
SPIRIT	11443	3	0.03
SKYWEST	46953	12	0.03
JETBLUE	22511	5	0.02
HAWAIIAN	5789	1	0.02
FRONTIER	6710	1	0.01
SOUTHWEST	95741	10	0.01
TOTAL	**410517**	**116**	**0.03**

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

A   See Appendix for list of carrier codes.

B   See Appendix for list of 30 airports for which data must be reported. Data include all reported domestic flight operations to the 30 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

C   All domestic airports for which carriers reported data.   Data include all reported domestic flight operations to the 30 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

D   "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

E   "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

F   Incomplete data; percentage based on operations reported.

G   Carrier did not report useable data.

H   Carrier did not serve airport.

I   Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

J   Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

K   Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234*)

Airport	Code
Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Dallas: Love Field	DAL
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report
Data to DOT and to CRS Vendors*

Code	Carrier
AS	Alaska Airlines
AA	American Airlines
DL	Delta Air Lines
EV	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
NK	Spirit Airlines
UA	United Airlines
VX	Virgin America

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #26, issued November 1, 2016, effective January 1, 2017.

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MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.

AIR TRAVEL CONSUMER REPORT

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	FEBRUARY 2017			FEBRUARY 2016		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1000 PASSENGERS
1	VIRGIN AMERICA	663	534,869	**1.24**	415	530,845	**0.78**
2	JETBLUE AIRWAYS	3,373	2,465,383	**1.37**	4,192	2,419,442	**1.73**
3	SPIRIT AIRLINES	2,364	1,597,904	**1.48**	3,229	1,422,371	**2.27**
4	DELTA AIR LINES	13,091	8,461,967	**1.55**	16,688	8,561,199	**1.95**
5	ALASKA AIRLINES	2,914	1,684,028	**1.73**	2,899	1,650,828	**1.76**
6	UNITED AIRLINES	12,193	5,493,404	**2.22**	13,166	5,210,163	**2.53**
7	SOUTHWEST AIRLINES	24,426	10,581,340	**2.31**	27,260	10,555,162	**2.58**
8	AMERICAN AIRLINES	20,793	8,723,077	**2.38**	33,159	9,011,139	**3.68**
9	HAWAIIAN AIRLINES	2,185	751,640	**2.91**	1,742	786,993	**2.21**
10	EXPRESSJET AIRLINES	3,871	1,247,511	**3.10**	6,231	1,596,751	**3.90**
11	FRONTIER AIRLINES	3,329	1,057,079	**3.15**	2,541	984,582	**2.58**
12	SKYWEST AIRLINES	7,567	2,127,311	**3.56**	7,032	2,136,364	**3.29**
	TOTALS	96,769	44,725,513	**2.16**	118,554	44,865,839	**2.64**

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS - For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS - For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues and operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include inbound international service, since the rule does not apply to these flights.

AIR TRAVEL CONSUMER REPORT

**PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

Rank	Airline	OCTOBER - DECEMBER 2016				OCTOBER - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
		Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	HAWAIIAN AIRLINES	126	19	2,669,657	0.07	70	8	2,608,124	0.03
2	VIRGIN AMERICA	611	17	2,017,391	0.08	488	43	1,832,945	0.23
3	DELTA AIR LINES	36,471	326	32,044,038	0.10	32,658	466	31,061,602	0.15
4	ALASKA AIRLINES	1,600	197	5,665,703	0.35	1,093	159	5,430,824	0.29
5	SPIRIT AIRLINES**	1,167**	196**	5,052,694**	0.39**	1,139**	235**	4,410,192**	0.53**
6	UNITED AIRLINES	15,696	891	22,398,395	0.40	18,743	1,475	20,930,474	0.70
7	FRONTIER AIRLINES	450	163	3,771,280	0.43	648	380	3,547,147	1.07
8	AMERICAN AIRLINES	11,806	1,714	31,546,560	0.54	13,320	2,426	22,033,306	1.10
9	SOUTHWEST AIRLINES	19,116	3,072	38,502,306	0.80	19,473	3,433	36,839,451	0.93
10	SKYWEST AIRLINES	10,680	758	7,411,535	1.02	10,896	786	6,990,054	1.12
11	JETBLUE AIRWAYS	439	1,036	8,719,175	1.19	598	21	8,168,250	0.03
12	EXPRESSJET AIRLINES	8,615	641	5,019,172	1.28	8,968	996	5,757,488	1.73
	TOTALS	106,777**	9,030**	164,817,906**	0.55**	108,094**	10,428**	149,609,857**	0.70**

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

**On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 4th quarter of 2016 and 2015.

AIR TRAVEL CONSUMER REPORT

PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

		JANUARY - DECEMBER 2016				JANUARY - DECEMBER 2015			
		DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per	DENIED BOARDINGS (DB'S)		Enplaned	Involuntary DB's per
Rank	Airline	Voluntary	Involuntary	Passengers	10,000 Passengers	Voluntary	Involuntary	Passengers	10,000 Passengers
1	HAWAIIAN AIRLINES	326	49	10,824,495	**0.05**	358	29	10,462,344	**0.03**
2	DELTA AIR LINES	129,825	1,238	129,281,098	**0.10**	145,406	1,938	125,044,855	**0.15**
3	VIRGIN AMERICA	2,375	94	7,945,329	**0.12**	1,722	80	6,928,805	**0.12**
4	ALASKA AIRLINES	6,806	931	23,390,900	**0.40**	5,412	740	22,095,126	**0.33**
5	UNITED AIRLINES	62,895	3,765	86,836,527	**0.43**	81,390	6,317	82,081,914	**0.77**
6	FRONTIER AIRLINES	2,096	851	14,666,332	**0.58**	2,744	1,232	12,343,540	**1.00**
7	AMERICAN AIRLINES	54,259	8,312	130,894,653	**0.64**	50,317	7,504	97,091,951	**0.77**
8	SPIRIT AIRLINES**	5,838**	1,614**	20,287,618**	**0.80**	5,670**	1,182**	16,789,450**	**0.70**
9	JETBLUE AIRWAYS	1,705	3,176	34,710,003	**0.92**	1,841	73	31,949,251	**0.02**
10	SKYWEST AIRLINES	41,476	2,935	29,986,918	**0.98**	51,829	5,079	28,562,760	**1.78**
11	SOUTHWEST AIRLINES	88,628	14,979	150,655,354	**0.99**	96,513	15,608	143,932,752	**1.08**
12	EXPRESSJET AIRLINES	33,590	3,182	21,139,038	**1.51**	42,933	4,608	24,736,601	**1.86**
	TOTALS	**429,819**	**41,126**	**660,618,265**	**0.62**	**486,135**	**44,390**	**602,019,349**	**0.74**

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

**On May 9, 2017, Spirit Airlines revised its denied boarding reports and enplanements for 2015 and 2016. This table reflects the revisions for the 1st, 2nd, 3rd and 4th quarters of 2016 and 2015.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

AIR TRAVEL CONSUMER REPORT

TABLE 1

CONSUMER COMPLAINTS
SUMMARY

	FEBRUARY 2017				FEBRUARY 2016			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	596	22	1	83	1,111	40	2	99
FOREIGN AIRLINES	334	2	0	37	349	2	1	44
TRAVEL AGENTS	17	1	0	5	25	2	0	6
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	3	15	0	8	16	9	0	28
INDUSTRY TOTALS	950	40	1	133	1,501	53	3	177

AIR TRAVEL CONSUMER REPORT

Table 2

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2017			FEBRUARY 2016		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	292		1	441	
CANCELLATION			125			194
DELAY			93			153
MISCONNECTION			46			37
BAGGAGE	2	158		2	220	
RESERVATIONS/TICKETING/BOARDING	3	121		3	185	
FARES	4	95		6	142	
CUSTOMER SERVICE	5	92		4	184	
REFUNDS	6	76		5	145	
DISABILITY	7	55		7	68	
OVERSALES	8	28		8	64	
OTHER	9	22		9	33	
FREQUENT FLYER			11			17
ADVERTISING	10	6		10	12	
DISCRIMINATION	11	5		11	7	
COMPLAINT TOTAL		950			1,501	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

AIR TRAVEL CONSUMER REPORT

Table 3

COMPLAINTS AGAINST U.S. AIRLINES BY COMPLAINT CATEGORIES*

FEBRUARY 2017

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALASKA AIRLINES	4	0	2	0	1	2	1	0	0	0	0	0	10
ALLEGIANT AIR	15	0	0	3	2	2	2	2	0	0	0	1	27
AMERICAN AIRLINES	33	5	20	27	13	17	15	11	0	1	0	1	143
COMMUTAIR	6	0	0	0	0	1	0	0	0	0	0	0	7
DELTA AIR LINES	25	1	8	4	2	5	5	6	1	2	0	4	63
ENVOY AIR	5	0	2	0	0	1	0	0	0	0	0	0	8
EXPRESSJET AIRLINES	4	0	0	0	0	0	0	0	0	1	0	0	5
FRONTIER AIRLINES	8	0	1	2	1	9	3	1	0	0	0	0	25
HAWAIIAN AIRLINES	3	0	0	2	0	1	1	2	0	0	0	2	11
JETBLUE AIRWAYS	4	0	0	2	0	2	1	5	0	0	0	1	15
SILVER AIRWAYS	2	0	2	0	1	1	1	0	0	0	0	0	7
SKYWEST AIRLINES	7	0	1	0	0	2	0	0	0	0	0	0	10
SOUTHWEST AIRLINES	7	0	1	2	3	3	7	9	0	0	0	2	34
SPIRIT AIRLINES	25	2	10	9	2	5	4	1	0	0	0	0	58
UNITED AIRLINES	35	7	12	15	6	22	12	8	0	1	0	3	121
VIAAIR	11	0	0	0	1	0	0	0	0	0	0	0	12
VIRGIN AMERICA	6	0	2	1	1	3	4	1	1	0	0	1	20
Other U.S. Airlines	12	0	2	0	0	1	4	1	0	0	0	0	20
TOTAL FEBRUARY 2017	212	15	63	67	33	77	60	47	2	5	0	15	596
% of TOTAL COMPLAINTS	35.6	2.5	10.6	11.2	5.5	12.9	10.1	7.9	0.3	0.8	0	2.5	
TOTAL FEBRUARY 2016	369	49	125	91	101	144	131	56	12	6	0	27	1,111
% of TOTAL COMPLAINTS	33.2	4.4	11.3	8.2	9.1	13.0	11.8	5.0	1.1	0.5	0	2.4	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

AIR TRAVEL CONSUMER REPORT

Table 4

COMPLAINTS AGAINST U.S. AIRLINES BY INCIDENT DATE*

U.S. AIRLINES ALPHABETICAL	COMPS RECD IN FEB	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
ALASKA AIRLINES	10	7	70.0	2	20.0	0	0.0	1	10.0
ALLEGIANT AIR	27	17	63.0	5	18.5	4	14.8	1	3.7
AMERICAN AIRLINES	143	55	38.5	30	21.0	40	28.0	18	12.6
COMMUTAIR	7	6	85.7	1	14.3	0	0.0	0	0.0
DELTA AIR LINES	63	24	38.1	19	30.2	14	22.2	6	9.5
ENVOY AIR	8	5	62.5	1	12.5	1	12.5	1	12.5
EXPRESSJET AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
FRONTIER AIRLINES	25	12	48.0	4	16.0	3	12.0	6	24.0
HAWAIIAN AIRLINES	11	3	27.3	2	18.2	4	36.4	2	18.2
JETBLUE AIRWAYS	15	9	60.0	3	20.0	2	13.3	1	6.7
SILVER AIRWAYS	7	3	42.9	3	42.9	1	14.3	0	0.0
SKYWEST AIRLINES	10	7	70.0	3	30.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	34	17	50.0	6	17.6	8	23.5	3	8.8
SPIRIT AIRLINES	58	32	55.2	6	10.3	13	22.4	7	12.1
UNITED AIRLINES	121	58	47.9	27	22.3	29	24.0	7	5.8
VIAAIR	12	8	66.7	3	25.0	0	0.0	1	8.3
VIRGIN AMERICA	20	15	75.0	1	5.0	1	5.0	3	15.0
Other U.S. Airlines	20	12	60.0	2	10.0	3	15.0	3	15.0
Totals	596	291	48.8	121	20.3	124	20.8	60	10.1
Previous Year's Totals	1,111	515	46.4	177	15.9	302	27.2	117	10.5

* AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 5 OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U.S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U.S. AIRLINES.'

AIR TRAVEL CONSUMER REPORT

Table 5

COMPANIES OTHER THAN U.S. AIRLINES* BY COMPLAINT CATEGORY /FEBRUARY 2017**

	FLIGHT PROBLEMS	OVER-SALES	RES/TKT/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	3	0	5	3	0	4	1	0	0	0	0	0	16
AIR CANADA	10	1	8	0	2	10	10	0	0	0	0	0	41
AIR CHINA	2	0	0	0	0	5	0	0	0	0	0	0	7
AIR FRANCE	6	0	1	1	0	3	2	0	1	0	0	2	16
AIR INDIA	1	3	0	0	0	1	0	0	0	0	0	0	5
AVIANCA	1	0	1	1	1	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	1	1	2	1	4	3	1	0	1	0	0	1	15
COPA	1	0	1	1	1	0	1	0	0	0	0	0	5
EMIRATES AIRLINES	3	1	2	1	0	2	1	2	0	0	0	0	12
ETIHAD AIRWAYS	0	1	3	0	0	3	1	0	0	0	0	0	8
IBERIA AIRLINES	1	0	1	0	0	3	0	0	1	0	0	0	6
INSEL AIR	3	0	0	0	0	3	0	0	0	0	0	0	6
INTERJET	5	0	1	0	6	2	0	0	0	0	0	0	14
JET AIRWAYS	0	0	1	1	1	5	0	0	0	0	0	0	8
LATAM	2	0	1	0	1	2	1	0	0	0	0	0	7
LUFTHANSA	4	0	2	5	2	0	0	2	0	0	0	1	16
NORWEGIAN AIR SHUTTLE	2	1	1	1	0	1	2	0	0	0	0	0	8
PHILIPPINE AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
QATAR AIRWAYS	2	0	1	1	1	3	3	1	0	0	0	0	12
TURKISH AIRLINES	2	2	3	3	0	3	0	1	0	0	0	0	14
VIRGIN ATLANTIC AIRWAYS	1	0	1	1	1	2	1	0	0	0	0	0	7
VOLARIS AIRLINES	2	1	1	0	3	0	1	0	1	0	0	0	9
WOW AIR	3	0	0	0	2	0	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	18	2	16	4	12	24	4	2	0	0	0	3	85
TOTALS	77	13	52	24	37	81	31	8	4	0	0	7	334
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	6	4	5	0	1	0	0	0	0	0	17
TOTALS	1	0	6	4	5	0	1	0	0	0	0	0	17
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
Other Miscellaneous	2	0	0	0	1	0	0	0	0	0	0	0	3
TOTALS	2	0	0	0	1	0	0	0	0	0	0	0	3

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.
** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

AIR TRAVEL CONSUMER REPORT

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES*

RANK	AIRLINE	FEBRUARY 2017			FEBRUARY 2016		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	34	10,667,210	0.32	50	10,597,424	0.47
2	EXPRESSJET AIRLINES	5	1,307,232	0.38	5	1,678,049	0.30
3	SKYWEST AIRLINES	10	2,322,545	0.43	5	2,256,468	0.22
4	JETBLUE AIRWAYS	15	2,932,163	0.51	29	2,859,716	1.01
5	ALASKA AIRLINES	10	1,793,994	0.56	8	1,741,732	0.46
6	DELTA AIR LINES	63	9,910,988	0.64	75	10,033,070	0.75
7	HAWAIIAN AIRLINES	11	813,311	1.35	7	827,635	0.85
8	AMERICAN AIRLINES	143	10,178,845	1.40	390	10,582,081	3.69
9	UNITED AIRLINES	121	7,018,274	1.72	202	6,791,294	2.97
10	FRONTIER AIRLINES	25	1,132,991	2.21	39	1,046,975	3.73
11	SPIRIT AIRLINES	58	1,697,959	3.42	176	1,522,442	11.56
12	VIRGIN AMERICA	20	551,044	3.63	6	543,698	1.10
	TOTAL	515	50,326,556	1.02	992	50,480,584	1.97

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled - service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

AIR TRAVEL CONSUMER REPORT

Civil Rights Complaints by Air Travelers (Other Than Disability) for February 2017

This table includes complaints to the U.S. Department of Transportation's Aviation Consumer Protection Division* that allege discrimination in air travel based on race, ancestry/ethnicity, national origin, color, religion and sex**. All complaints alleging discrimination are investigated to determine if there has been a violation(s) of the passenger's civil rights.

	Race	Ancestry/ Ethnicity	National Origin	Color	Religion	Sex	Other
American					1		
Delta	1					1	
ExpressJet	1						
United	1						
TOTAL	3				1	1	

*To file an airline civil rights complaint: https://www.transportation.gov/airconsumer

**One complaint may raise multiple grounds for discrimination. The Aviation Consumer Protection Division categorizes each complaint based on the primary ground of the alleged discrimination.

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.

**February 2017 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death
of Animals During Air Transportation**

14 CFR Part 235 of DOT regulations requires U.S. carriers that operate at least one aircraft that has a designed seating capacity of 60 or more seats to report to DOT on any incidents involving the loss, injury or death of an animal in its scheduled domestic or international passenger transportation. An "animal" for this purpose is (1) any animal which at the time of the transportation was being kept as a pet in a family household in the United States or (2) any dog or cat which was shipped as part of a commercial shipment on a scheduled passenger flight, including shipments by trainers and breeders.

An airline is required to submit a report for any month in which it experienced such a loss, injury or death during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear on this website are redacted to remove identifying information about individuals, including the owner of the animal.

A statistical summary of the reports appears in the table below. To see the redacted version of the actual reports filed by these airlines, click the airline's name.

Carrier	Death	Injury	Loss
Alaska Airlines	0	0	1
United Airlines	0	1	0
Totals:	0	1	1

Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2017 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of February as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations[b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of February.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passenger's property in carry-on luggage.

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
580	.001	39	.00008	38	.00008	458	.0001

NOTES
[a] Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

[b] The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

[c] The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of February.

As of February 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.